

Title:

Mr

Forename:

Fred

Surname:

Perkins

Representing:

Self

Organisation (if applicable):

Email:

What do you want Ofcom to keep confidential?:

Keep nothing confidential

If you want part of your response kept confidential, which parts?:

Ofcom may publish a response summary:

Yes

I confirm that I have read the declaration:

Yes

Ofcom should only publish this response after the consultation has ended:

You may publish my response on receipt

Question 1: Do you agree that it is helpful and appropriate for Ofcom to issue guidance on the application of the Regulations to consumer contracts for communications services?:

Question 2: Do you agree with Ofcom's proposed guidance regarding core terms and transparency?:

Question 3: Do you agree with Ofcom's proposed guidance (including any administrative thresholds we have set) on non-core terms to which we apply the test of fairness?:

Question 4: Are there any other issues that are covered by the Regulations which Ofcom should give guidance on?:

Additional comments:

I have little to comment on the bulk of the consultation, (sadly, I suspect that consumers affected by many of the areas raised in the Ofcom paper would not gain benefit by measures such as increased transparency). However, I would suggest that the area of Itemised Billing is one which Ofcom SHOULD address.

This is never (in my experience) discussed pre-contract, but then appears as a supplement once the contract starts. The amount involved is never very high (though in the aggregate doubtless amounts to a significant revenue source for the Telco). Few consumers would feel it worthwhile to argue (or even cancel) the contract because of an extra one or two pounds per month - but this is surely a disgraceful practice.

Telcos are sending bills for what are variable charges, and are surely virtually unique in charging for itemisation of the elements of the charges.

The practice of charging for itemised billing should be outlawed forthwith.